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FROM CHARGE D???AFFAIRES  
DEPT FOR CIO SWART  
WHA FOR EX  
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E.O. 12958: N/A

TAGS: [AADP](#) [ACOA](#) [KRIM](#) [KSMT](#)

SUBJECT: Post appreciation for recent CIO visit and successful Smart implementation

1. Dear Susan: I wanted to take the opportunity to thank you for your recent visit to Mexico City. Your presence during the Smart implementation demonstrated IRM's sincerity in ensuring a successful start of this key program for Mission Mexico. By taking time to meet with our agency heads and discuss the future of combined efforts and operations, our non-State colleagues were brought even further into the Mission family. They greatly appreciated your time and vision. Having you participate in the opening of our "Quality of Life" internet caf???? was an unexpected but highly welcomed event for our mission community.

2. I also want to commend the performance of your Smart implantation team led by Janessa LoGalbo. The team of James Bohan, Glendale Parker, Jimmy Lee, Lisa Kleback, Becky Bluhm, and Steve Baldwin performed above and beyond expectations and successfully migrated one of the largest embassies in the world to the new Smart system. Their "deskside" manner and willingness to work closely with the mission staff to tailor the system to meet our needs was exceeded only by their attention to detail and taking the time to work one-on-one to ensure the users understood the system. Rarely if ever in my experience has the implementation of a new computer system go as smoothly as this one did. Again, my appreciation for your visit and for the hard work of all those on your IRM team who made the installation such a success. Best wishes - John Feeley  
FEELEY